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Insurance Commissioner Urges NH Residents to Sign Up For ID Protection Services
State Helping to Lead National Investigation of Anthem Data Breach; Half NH's Population Affected

CONCORD, NH – New Hampshire Insurance Commissioner Roger Seigny urges state residents currently or formerly insured by Anthem Blue Cross and Blue Shield to sign up immediately for the full range of free identity protection and credit monitoring services offered by the national health insurance company.

"New Hampshire residents who are at risk should contact Anthem immediately to enroll in the full range of protections available to them," said New Hampshire Insurance Commissioner Roger Seigny. "Everyone affected has been granted two years of identity theft protection, retroactive to when Anthem's database was breached, but only those who directly enroll will receive the additional benefits available, such as credit monitoring, one million dollars in identity theft insurance, identity theft monitoring, and phone alerts."

Anthem says it discovered January 29 that hackers had gained access to a database containing confidential member information on current and former members. Hackers had access to names, addresses, plan numbers, Social Security numbers, and birth dates for up to 80 million people across the country, although Anthem has said it appears that not all information was accessed for each person.

Anthem recently announced that 667,866 New Hampshire residents – half the state's population – were among those whose information was illegally accessed. This number includes current members of Anthem Blue Cross and Blue Shield in New Hampshire and former members dating back to 2004. It also includes members of independent Blue Cross and Blue Shield plans from other states who sought access to health care in New Hampshire and people who reside in New Hampshire but are covered by those independent plans.

Anthem is offering 24 months of free identity protection services to those affected: If a current or former Anthem member experiences fraud, an investigator will work to recover financial losses, restore the member's credit, and ensure the member's identity is returned to its proper condition. Services are retroactive to the date the incident began and would cover any fraud that may have occurred since then.

However, it's important for New Hampshire residents to contact Anthem directly to enroll in the full range of available services, which include:

- **Credit Monitoring:** Credit monitoring alerts consumers when banks and creditors use their identity to open new credit accounts.
- **Child Identity Protection:** Child-specific identity protection services will also be offered to any members with children insured through their Anthem plan.

- **Identity theft insurance:** For people who enroll, the company has arranged for \$1,000,000 in identity theft insurance, where allowed by law.
- **Identity theft monitoring/fraud detection:** For people who enroll, data such as credit card numbers and Social Security numbers will be scanned against aggregated data sources maintained by top security researchers that contain stolen and compromised individual data, in order to look for any indication that the members' data has been compromised.
- **Phone Alerts:** People who register for this service and provide their contact information will receive an alert when there is a notification from a credit bureau, or when it appears from identity theft monitoring activities that the individual's identity may be compromised.

The services are provided through AllClear ID, a company that specializes in identity protection. There are two ways to sign up for the full range of protections:

1. Call (877) 263-7995.
2. Visit anthem.allclearid.com and enter your name and email address. If you are enrolling additional family members, you must submit their names one at a time, but you may use your email address for all. You will receive a confirmation email, or emails, containing redemption codes within 72 hours. Those will contain a link to sign up for the free protections, using the redemption code.

Anthem is mailing letters to everyone who was potentially affected, notifying current and former members of the breach and of the free services available to them. However, the letters are general and will not notify a person specifically if he or she was among those whose information was stolen. To find out whether your information was stolen, call Anthem customer service using the number on the back of your insurance card (former members may call 1-800-870-3057).

"I hope that everyone affected takes a few minutes to sign up for these protections, and to call Anthem to find out directly whether your information was stolen." Commissioner Seivigny said. "While Anthem has said that it is not aware of any fraud committed against its former or current members as a result of the data breach, people should take full advantage of these free services in the event they are necessary."

In the event that residents encounter difficulty in the process, they are encouraged to contact the Insurance Department's Consumer Services division: by phone at 271-2261 or 1-800-852-3416, by email at consumerservices@ins.nh.gov.

The New Hampshire Insurance Department's mission is to promote and protect the public good by ensuring the existence of a safe and competitive insurance marketplace through the development and enforcement of the insurance laws of the State of New Hampshire. For more information, visit www.nh.gov/insurance.

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